

Checklist for Complainants

All complaints to the DEAI Executive Committee are treated seriously and are considered carefully and respectfully. The DEAI Committee deals only with a Serious Breach of the DEAI Code of Ethics and Practice for Developmental Educators (the Code) but may offer advice in relation to dealing with any complaint. It is acknowledged that making a formal complaint can be difficult, stressful and time consuming. The Code encourages the Complainant, where possible, to first make an attempt to resolve the issue directly with the Developmental Educator involved.

If the issue cannot be resolved informally, and is regarding a Serious Breach of the Code by a Developmental Educator, who is a DEAI member and was a member at the time of the alleged complaint, then the DEAI Complaints Process for Serious Breaches of Ethical Practice by a Developmental Educator may be utilized. The DEAI By-Laws Ethics and Practice (2015) sets out the Complaints Process. If the concerns are of a criminal nature then it is recommended that the relevant statutory authorities (e.g., Police) are notified.

The DEAI Committee can provide information and guidance about the Complaints Process. You are strongly encouraged to contact us to discuss your complaint **prior** to submitting any written documentation.

Please consult the following checklist prior to proceeding with a formal complaint to the DEAI.

	Yes / No	ACTIONS recommended by DEAI
1. Has there been an attempt to resolve the issue between the involved parties?		Yes, contact DEAI if this was unsuccessful. No, please make an attempt.
2. Is the Developmental Educator a current member of the DEAI and was a member at the time of the alleged incident?		Yes, please proceed. Unsure, please contact the DEAI to obtain this information. The DEAI will help the complainant discover this if unknown. No, the DEAI can only deal with complaints in relation to a DEAI member.
3. Does the complaint relate to a matter which occurred in the last 2 years?		Yes, please proceed. No, please contact the DEAI to discuss.
4. Have you read and understood the Code?		Yes, please proceed. No, please read the Code before continuing and/or contact the DEAI for further questions.

5. Have you read and understood the By- Laws (2015)		Yes, please proceed. No, please read the By-Laws (2015) before continuing and/or contact the DEAI for further questions.
6. Have you read and understood and understood the Complaints Process?		Yes, please proceed. No, please read the Complaints Process before continuing and/or contact the DEAI for further questions.
7. Does your complaint relate to a matter that concerns a criminal court matter?		Yes, please refer the matter to the relevant authority and contact the DEAI. Unsure, please contact the DEAI to discuss. No, please proceed.
<p>In your written complaint, please include:</p> <ul style="list-style-type: none"> • Your personal contact details and place of employment • A signed declaration if the complaint is made on some else’s behalf • Personal contact details and the place of employment of the person about whom the complaint is being made • Details of the complaint (describe factually what happened, your concern, the place, date, and time) and any relevant attachments • References to the sub-section/s of the Code, which relate the alleged breach • Contact details of any witnesses where relevant • Information about other persons or organisations who you have contacted regarding this complaint and any outcomes. 		
<p>The DEAI can provide information and guidance about the Complaints process. You are strongly encouraged to contact us to discuss your complaint prior to submitting any written documentation. contact@deai.com.au or 📞 0455 932 220</p>		

Please submit this Checklist with your written complaint and any relevant attachments to the DEAI Executive Committee marked confidential:

- contact@deai.com.au or
- PO Box 386 Christies Beach 5165 SA

The DEAI Committee will only consider your formal complaint if the Checklist records a response in each of the checklist boxes. Once received in writing your complaint is then deemed a formal complaint and will be considered.

You will be contacted within 5 working days.